

Personal Assistant (PA) to the CEO at TLA (Turning Lives Around) Job Description 2024

Duties and responsibilities of the post:

PA Role

- To manage the CEO's calendar
- Reporting into the CEO on a weekly basis to go through daily/weekly meetings/appointments and discussing any actions or reminders
- Coordinating meetings and travel arrangements
- Liaise with stakeholders on behalf of the CEO
- Printing documents/papers in advance for meetings
- To organise meetings, events, including the booking of rooms and venues
- Front Line contact for internal and external enquiries, acting as a filter for the CEO
- Fully servicing of meetings and taking minutes, efficient preparation and distribution of agendas and circulation of papers for meetings as and when needed, always keeping confidentiality
- Ensure any action points from meeting minutes are followed up by the SLT (Senior Leadership Team)
- Collating and putting together reports (from various sources) and meeting papers for the Executive Board and Supervisory Board meetings – formatting meeting papers and checking before the papers are ready to be circulated to the Trustees
- Supporting the Chair of Trustees and other trustees as and when needed
- Submitting mileage/expense claims for the CEO and trustees
- Recruitment of Trustees
- Accepting leave/toil requests for the Senior Management team on behalf of the CEO and check and manage any clashes/conflicts for leave request
- Events management – such as art exhibitions, supporting teams with fairs, promotional materials, stakeholder management and project management
- Updating sickness records for Senior Leadership Team on Cascade HR Management System
- To liaise with the Senior Management Team, Board Members and stakeholders in all relevant matters. Close liaison with the Senior Management Team in sensitive and confidential matters
- Maintain storage and records of meetings/reports/documents within the CEO's office and ensure systems/processes are in line with GDPR, this will include keeping correct and accessible records in both paper and electronic format and being able to find key information and files promptly when needed
- To take a proactive approach to gaining a thorough knowledge and understanding of TLA policies, management and governance structures and decision-making processes
- Communication with various stakeholders including MPs, local councillors, CEOs of other organisations
- Monitoring email inboxes, flagging up emails which require urgent attention and dealing with the day-to-day queries;
- always Handling sensitive and confidential information with tact and discretion;
- Providing high quality and professional hospitality to visitors, organising travel arrangements, booking accommodation and processing claims for expenses
- Supporting SLT with various administration, reporting, documentation needs
- ISO audit evidence collation and reporting

- Governance documentation, administration and support
- Supporting the FD with Charities Commission and Companies House regulatory information, i.e. changes in trustees, changes of charity details etc.
- Ensure proper records of Board decisions and approvals are correctly administered and filed
- Provide governance and administrative support and advice to Boards and Subcommittees
- Internal Awards co-ordination
- AGM events management and meeting papers
- SLT supervision and appraisal records management

Administrative Duties

- Photocopying, filing
- Creating personnel files
- HR help – minimal, as and when needed
- Help with recruitment - minimal as & when needed
- Creating purchase orders (buying goods/services/subscriptions for the CEO & Chair of Trustees)
- Maintaining & Updating Cascade HR Management System for SLT – updating and amending records, pulling out reports and globally assigning leave for the new holiday year
- Helping staff with queries, training, policies/procedures
- Various internal groups attendance, minuting and action tracking
- Training certificates
- Training materials
- Policy creation
- RP application support
- Client and staff voucher ordering and tracking
- Meeting administration

Desirable but not essential aspects of this role:

Communications, fundraising, marketing

- drafting and shaping written content for internal and external newsletters, our website, service leaflets and social media
- Email marketing
- Social media content management
- Social media campaign management
- Graphic design – for example using Canva
- Create content for, collate and design
 - Annual reports
 - Various print materials
 - Impact reports
- Signing us up to various fundraising platforms, monitoring and promoting these
- Working with corporate partners – supporting the Fundraising and Development Manager
- Arranging volunteering opportunities
- Working with Schemes on localised fundraisers
- Create case studies
- Monitor and analyse marketing activity
- Supporting PR consultant with information, data and contacts
- Website updates
- Liaise with photographer
- Liaising with external print providers
- Conference Event Management and Marketing

Person Specification

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Essential

- Considerable experience of working in a role involving prominent level administrative and organisational support to teams and individuals
- Experience of preparing and formatting reports and presentations
- Experience of compiling professional correspondence in writing and by e-mail
- Professional, diplomatic and friendly manner
- Experience of working independently and acting in a position of responsibility, discretion and trust
- Understanding of confidentiality and professional boundaries
- The post-holder should have experience of secretarial and administrative work at a senior level
- Ability to service meetings
- Ability to find, implement and support effective office systems and routines. A thorough knowledge of all Microsoft Office applications
- excellent organizational and time management abilities
- effective communication skills
- attention to detail
- problem-solving skills
- At least two A-Levels at grades A-C

Desirable

- Training relevant to effective PA role
- Minute taking training
- Educated to degree level
- experience of working as a PA at CEO and Board level
- Marketing skills
- Design skills
- Content creation skills
- Fundraising experience
- Social media marketing competency
- Volunteer placement management
- Website management skills